



2011 ISS TOOLKIT

For the Assessment of Special Needs Plans (SNPs)

Against the Structure and Process Measures

Prepared by the SNP Team:

Brett Kay
Casandra Monroe
Sandra Jones
Melanie Bujanda-Romero
Anthony Davis
Nidhi Dalwadi
Priyanka Oberoi
Chris Dillon

Contact:

SNP@ncqa.org

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SNP Reporting Key Messages (English)

2011 ISS Toolkit - SNP Reporting Key Messages

The following key messages are important and should be used to guide you through your organization's readiness evaluation and the ISS tool submission process.

- All SNPs operational as of January 1, 2010 that renewed for 2011 are required to report SNP 1 through 6 in the S&P Measures for the February 2011 Assessment.

S&P Measures/Elements	Returning Surveys Operational 1/1/10; renewed in 2011; previously submitted	Initial Surveys Operational 1/1/10; renewed in 2011; no previous submission
1. Complex Case Management Elements A – G	Yes	Yes
2. Improving Member Satisfaction Elements A - B	Yes	Yes
3. Clinical Quality Improvements Element A: Relevance to Members	Yes	Yes
4. Care Transitions Elements A – F	Yes	Yes
5. Institutional SNP Relationship with Facility Elements A – C (I-SNPs only)	Yes	Yes
6. Coordination with Medicare & Medicaid Coverage Elements A – F	Yes	Yes

- If your organization has more than one Special Needs Plan (SNP) benefit package, you must submit a separate survey tool for every SNP benefit package. Use the name of the SNP, H-number and plan ID to identify the correct survey tool.
- Prepare to submit ISS tool(s) early to avoid internet traffic delays but do not submit your ISS tool(s) later than February 28.
- Each SNP survey tool has a 1-4 person user license. Your organization's ISS administrator (this is the person who was sent the tool originally) can give three other individuals access to each of your survey tools.
- Do not push the "Submit Survey Tool" button unless your survey tool is complete and you are ready for NCQA surveyors to start the survey process.
- You must attach documentation to demonstrate performance for all factors and elements.
- When preparing for a survey please review the S&P measures, FAQs, any policy clarifications and training materials NCQA releases updating or clarifying the requirements, since FAQs and policy clarifications are effective upon release (unless noted otherwise).

SNP Reporting Key Messages (Spanish)

SNP Mensajes de Clave para Reportar ISS 2011

Los siguientes mensajes de clave son importantes y deben ser utilizados durante la evaluación de su organización y la sumisión del instrumento de ISS.

- SNPs operacional el 1 de enero del 2010 renovado en el 2011 son requeridos a reportar las medidas SNP 1 al 6 de S&P para la evaluación en Febrero 2011.

Medidas y Elementos de S&P	Existente Operacional en 1/1/10; renovado en el 2011; sometido	Nuevo Operacional en 1/1/10; renovado en el 2011 nunca sometido
1. Complex Case Management Elementos A – G	Si	Si
2. Improving Member Satisfaction Elementos A - B	Si	Si
3. Clinical Quality Improvements Elemento A: Relevance to Members	Si	Si
4. Care Transitions Elementos A – F	Si	Si
5. Institutional SNP Relationship with Facility Elements A – C (solamente I-SNPs)	Si	Si
6. Coordination with Medicare & Medicaid Coverage Elementos A – F	Si	Si

- Si su organización tiene más de un paquete de beneficio de Special Needs Plan (SNP), usted tiene que presentar un instrumento de inspección separado para cada paquete de beneficio de SNP. Use el nombre de SNP, H-numero e ID de el plan para identificar el instrumento de inspección correcto.
- Presente el instrumento(s) de ISS temprano para evitar demoras de tráfico de internet pero no presente su instrumento(s) de ISS después del 28 de Febrero.
- Cada instrumento de la inspección de SNP tiene 1-4 licencia de usuario de persona. El administrador de ISS (esta es la persona que le fue enviado el instrumento originalmente) puede dar acceso al instrumento de inspección a tres individuos.
- No presione la tecla de "Somete Instrumento de Inspección " a menos que su instrumento de inspección sea completo y usted está listo para agrimensores de NCQA comiencen el proceso de inspección.
- Usted debe conectar documentación para demostrar desempeño para todos los factores y elementos.
- Cuando estén preparando una encuesta por favor repasen las medidas de S&P, preguntas frecuentes y cualquier comunicados de prensa de NCQA clarificando las pólizas y poniendo al corriente los requisitos, desde que las clarificaciones de póliza de preguntas frecuentes son efectivos desde el momento del los comunicados de prensa (a menos que se indique).



Reporting Requirements for SNP Type/Element

2011 ISS Toolkit – Reporting Requirements by SNP Type/Element

Measure/Element	Initial and Returning Surveys Reporting Required (Y or N)	SNP Type Exceptions
Measure - SNP 1: Complex Case Management		
Element A: Identifying Members for Case Management	Y	
Element B: Access to Case Management	Y	
Element C: Case Management Systems	Y	
Element D: Frequency of Member Identification	Y	
Element E: Providing Members With Information	Y	
Element F: Case Management Process	Y	
Element G: Informing and Educating Practitioners	Y	
Measure - SNP 2: Improving Member Satisfaction		
Element A: Assessment of Member Satisfaction	Y ^{1/}	
Element B: Opportunities for Improvement	Y ^{1/}	
Measure - SNP 3: Clinical Quality Improvements		
Element A: Relevance to Members	Y ^{1/}	
Measure - SNP 4: Care Transitions		
Element A: Managing Transitions	Y	
Element B: Supporting Members Through Transitions	Y	
Element C: Analyzing Performance	Y ^{1/}	
Element D: Identifying Unplanned Transitions	Y	
Element E: Analyzing Transitions	Y ^{1/}	
Element F: Reducing Transitions	Y	
Measure - SNP 5: Institutional SNP Relationship With Facility		
Element A: Monitoring Members' Health Status	Y	Not for Chronic/Duals
Element B: Monitoring Changes in Members' Health Status	Y	Not for Chronic/Duals
Element C: Maintaining Members' Health Status	Y	Not for Chronic/Duals
Measure - SNP 6: Coordination of Medicare and Medicaid Coverage		
Element A: Coordination of Benefits for Dual-Eligible Members	Y	Not for Chronic/Institutional
Element B: Administrative Coordination for Dual-Eligible BP	Y	Not for Chronic/Institutional
Element C: Relationship With State Medicaid Agency for Dual-Eligible BP	Y	Not for Chronic/Institutional
Element D: Administrative Coordination for Chronic Condition & Institutional BP	Y ^{2/}	Not For Duals - SEE EXCEPTIONS
Element E: Service Coordination	Y ^{2/}	Applies to all SNP types - SEE EXCEPTIONS
Element F: Network Adequacy Assessment	Y ^{1/ 2/}	Applies to all SNP types - SEE EXCEPTIONS

EXCEPTIONS

^{1/} Not applicable (N/A) for a SNP that does not have any members at the start of the look-back period; NCQA will verify enrollment data with the December 2010 CMS Comprehensive Report.

^{2/} Not applicable (N/A) for Chronic and Institutional SNPs with fewer than 5% dual-eligible members.

Data Sources by Element

2011 ISS Toolkit Data Sources by Element

SNP	Data Sources
SNP 1: Complex Care Management	
Element A	Documented processes AND MAY PROVIDE reports
Element B	Documented processes AND MAY PROVIDE reports OR materials
Element C	Documented processes AND screenshots (reports)
Element D	Documented processes AND MAY PROVIDE reports
Element E	Documented processes AND materials
Element F	Documented processes AND MAY PROVIDE reports OR materials
Element G	Documented processes AND materials
SNP 2: Improving Member Satisfaction	
Element A	Reports
Element B	Reports
SNP 3: Clinical Quality Improvements	
Element A	Reports
SNP 4: Care Transitions	
Element A – for each factor ¹	Documented processes AND reports OR materials
Element B – for each factor	Documented processes AND reports OR materials
Element C – for each factor	Documented processes AND reports
Element D – for each factor	Documented processes AND reports
Element E – for each factor	Documented processes AND reports
Element F – for each factor	Documented processes AND reports OR materials
SNP 5: Institutional SNP Relationship with Facility	
Element A	Documented processes AND reports OR materials
Element B	Documented processes AND reports OR materials
Element C	Documented processes AND reports
SNP 6: Coordination of Medicare and Medicaid Coverage	
Element A	Documented processes AND MAY PROVIDE reports OR materials
Element B	Documented processes AND MAY PROVIDE reports OR materials
Element C	Documented processes OR reports OR materials
Element D	Documented processes AND MAY PROVIDE reports OR materials
Element E – for each factor	Documented processes AND reports OR materials
Element F	Documented processes AND reports

If you would like examples of documented processes, reports or materials, please refer to the *Data Sources Examples document* or the *Guidelines for a Successful Evaluation of a Special Needs Plan (SNP) Against the 2011 Structure & Process Measures* document.

¹ SNPs must provide the required data sources to demonstrate performance specific to each factor. For example, for SNP 4, Element A, factor 1, the SNP must provide documented processes AND reports/materials. For factor 2, the SNP must provide documented process AND reports/materials. This applies to each element in SNP 4.

Examples of Data Sources

2011 ISS Toolkit

Examples of Data Sources

Documented Process - A documented process includes policies and procedures, process flow charts, protocols and other mechanisms that describe the SNPs actual process it uses.

Reports - Reports are aggregated sources of evidence of action or compliance with an element

Materials - Prepared materials or content is what the organization provides to its members and practitioners.

Documented Process*	Materials*	Reports*
<ul style="list-style-type: none"> • Policies and procedures with timeframes where appropriate • Procedures for arranging services • Procedures for ordering services from providers • Contracts or agreements (especially for facilities' responsibilities with institutional SNPs and administering Medicaid benefits to dual-eligibles) • Procedures for network facilities to provide updates on members' health • Evidence of coverage 	<ul style="list-style-type: none"> • Job descriptions • Briefing materials • Checklists • Scripts • Education materials • Brochures • Information prepared for members' experiencing transitions • Evidence of coverage • Benefit summaries • Marketing materials • Instructional materials • Provider directory • Provider manuals • Newsletters 	<ul style="list-style-type: none"> • Management reports • Key indicator reports • Redacted reports (daily, monthly) • Redacted reports that show predictive modeling • Reports on overall rates of admission • Report showing aggregate analysis • Summary reports of analysis • System output giving information • Meeting minutes • Documentation of actions that the SNP has taken • Written notification of scheduled meeting with state or state acknowledgement of receipt • Reports on access indicators <p>(Actual reports required)</p>

* This list is not all-inclusive

**Guidelines for a Successful Evaluation of a Special Needs Plan (SNP)
Against the 2011 Structure & Process Measures**



Guidelines for a Successful Evaluation of a Special Needs Plan (SNP) Against the 2011 Structure & Process Measures

Welcome to the Structure & Process Measures survey process. The guidelines and resources contained in this document will help you prepare for your organization's survey and maximize the efficiency of your preparation time.

SNP Survey Process

Readiness Evaluation

NCQA's Web-based Survey Tool for the Evaluation of a Special Needs Plan allows your organization to perform a readiness evaluation at its own pace before submitting data to NCQA. You may assess your program's operations and evaluate your performance against the Structure & Process Measures. During the readiness evaluation stage, NCQA does not view your information; therefore, you can use the tool to its full capacity and evaluate your organization in a variety of ways.

Evaluation by NCQA

The NCQA survey process begins with the submission of the Survey Tool which is final upon receipt by NCQA. All Survey Tools are due to NCQA no later than February 28, 2011.

If you have specific questions about your preparation contact Customer Service at 888-275-7585, 8:30 a.m.–5:00 p.m. Eastern Time or via e-mail at customersupport@ncqa.org.

Preparing for the Readiness Evaluation

1. To facilitate the process, you may find it helpful to keep documents that you link to the Survey Tool in a single directory shared by all your users. This will facilitate multiple users working on the Survey Tool. You can modify, move or rename a linked document, since it is not final until you submit it to NCQA for the evaluation. If you move or rename documents, be sure to update the links in the Survey Tool before your final submission.
2. The **Document Library** includes a list of all documents linked to your Survey Tool. From here, you can link, unlink or edit documents for any element. Refer to the instructions under the **Help** tab for detailed information.

You can also add documents to the library without linking them to a specific element. This feature allows you to "load" your documents

so that they are available in a list of "previously linked" documents that you can access when you need to link a document to an element during your readiness evaluation.

NCQA limits the types of documents you may send (See the list of recommended supporting documents at the end of these guidelines.)

NCQA encourages you to submit only documents, pages or sections necessary to demonstrate how your organization meets the measures.

Preparing your documentation for submission in ISS requires you to follow several steps. The Toolkit contains written instructions and screenshots to walk you through each process. You must: **1)** add your documents to the Document Library; **2)** link the documents to the appropriate element(s); and **3)** upload the documents to NCQA's secure server. It is important to note that adding documents to the Document Library and uploading documents to NCQA's secure server are separate and distinct processes.

When you have added your documents to the Document Library **AND** linked them to appropriate elements, you should begin to upload [the documents] in batches to the NCQA secure server thus avoiding possible delays that could occur around the February 28, 2011 submission date.

For instructions on attaching, linking and uploading documents, please refer to page 23 and 24 of the section titled *Steps and Screenshots for Key Activities*. This document walks you through each activity and directs you to several screenshots which illustrate the steps you need to follow such as: **screenshots 6A-6C** (attaching documents) and **6D-6E** (linking documents) and **7A-7D** (uploading documents). Tips and helpful information for uploading documents can be found on page 50 of this guide in the section titled *ISS Quick Tips for Uploading*. In addition, you may wish to view a demo within the ISS Tool on *Uploading Documents in ISS*; to do so select **Help and Instructions** on the dark blue tool bar; scroll down to **ISS Demonstrations** and click on **Uploading Documents in ISS**. Utilizing the available resources and following each of these steps are essential for successful preparation of your documentation for the submission process.

3. Download the **Supplemental Worksheet** for SNP 3A by clicking the Supplemental Worksheet link at the bottom of Element A. Review the instructions and enter the requested data as directed documenting your performance. After completing the worksheet, include a copy of it in the document library and link it to SNP 3 Element A.

Completing the Survey Tool

Print out and use the instructions in the Survey Tool, which you can access by clicking the **Help** button on the Navigation Bar on the opening screen. The Structure & Process Survey Tool instructions

appear on the next screen. They provide all the information necessary to successfully navigate and complete the tool and complete your readiness evaluation.

As you assess your performance with each factor and element, be sure to:

1. Preload your document library with essential documents that demonstrate performance against the measures.
2. Evaluate each element and attach the appropriate document(s) that demonstrates performance by linking it to an existing library document or, if necessary, attach a new document by clicking the **Link a New Document** button. Each factor and element must have supporting documentation. If possible, limit supporting documentation to no more than three documents per element.

Once you have linked the documents, you must also upload them to NCQA's secure server. For detailed instructions please refer to the section titled: *Steps and Screenshots for Key Activities* which starts on page 24 (be sure to view *screenshots 7A-7D*) and *ISS Quick Tips for Uploading* on page 56 of this guide. In addition, you may wish to view the *Uploading Documents in ISS* demo within the ISS Tool by selecting **Help and Instructions** on the dark blue tool bar; scroll down to **ISS Demonstrations**; click on **Uploading Documents in ISS**.

3. After entering a data element, save it before moving on by clicking the **Save** button or the **Next** button.
4. For each supporting document listed, you must:
 - identify the page number containing the information that supports the factor or element, as specified in the Survey Tool.
 - attach only pages and sections necessary to demonstrate how your organization meets the measures, as well as any cover page that identifies the document and, if applicable, provides its date. If you reference a document multiple times, you may place the entire document in the document library and reference different pages and paragraphs throughout your assessment.

If you wish to stop using the Survey Tool, click on the **Log Out** button located on the Navigation Bar. You should log out even if you only plan a short break. This will properly notify the system that you are done with your session. If you do not log out, the Survey Tool will “time-out” after 30 minutes of inactivity.

Submitting the Survey Tool: Start of the SNP Evaluation Process

Upon completion of your readiness evaluation, you will submit the Survey Tool on or before February 28, 2011. Be aware that:

- After you submit the Survey Tool, you will not be able to change data in the Survey Tool or submit additional materials through the Survey Tool. The Survey Tool is final upon submission.
- An independent, external surveyor will access the Survey Tool and will perform the assessment.
- A **Plan Comment Period*** will take place between levels of review in which plans may provide information to clarify issues raised from documentation originally submitted. The turn-around-time for the plan comment period is short; therefore, plans must respond quickly and provide appropriate documentation upon NCQA's request. SNP contacts with questions regarding plan comment requests should contact a member of the SNP Team immediately for clarification since it is extremely important for you to submit appropriate responses to these requests*. NCQA will then conduct a final review of any clarifying information the plan provides along with the surveyor's assessment and finalize the survey results.

***Please Note: This is the only opportunity Plans will have to address outstanding issues for scores less than 100 percent.**

NCQA Resources

Online Support

NCQA's SNP Web page, <http://www.ncqa.org/snp> contains a wealth of information that includes recent news from NCQA, the Policy Clarification Support (PCS) system, policy clarifications and updates, and slides and audio recordings of SNP trainings.

PCS

Send any questions about interpretation of the Structure & Process measures through the PCS system on the NCQA Web site at http://app04.ncqa.org/pcs/web/asp/TIL_ClientLogin.asp

FAQs

FAQs are available on the SNP page of NCQA's Web site <http://www.ncqa.org/snp>

Recommended Supporting Documents

Ensure that your documents, policies, procedures, reports and materials address all aspects of each element. The following is a list of documents recommended to attach as evidence of performance so the NCQA surveyor may complete the evaluation of your SNP plan against the Structure & Process measures. The list is not intended to be all-inclusive or prescriptive.

Measure	Documents*
SPECIAL NEEDS PLANS	
SNP 1	<ul style="list-style-type: none"> ▪ Policies and procedures for identifying members for complex case management ▪ Specific criteria used to identify members eligible for complex case management program ▪ Scripts or protocols with evidence-based guidelines and automated documentation of contacts ▪ Policies or reports that demonstrate frequency with which SNPs systematically identify eligible members for case management ▪ Case management procedures ▪ Sample case management reports <p>For Element C, screenshots are required (considered reports); they must contain the date and time to meet the intent for factor 2.</p> <p>For Element E, scripts for in-person/phone conversations are required. -- for factor 3, the SNP must submit documentation to support its claim for not applicable (N/A) based on the requirement to provide case management to all members (opt-in/opt-out)</p> <ul style="list-style-type: none"> ▪ Provider manuals, training brochures, information on organization's website <u>used to inform and educate practitioners.</u>
SNP 2	<ul style="list-style-type: none"> ▪ Reports demonstrating an <u>evaluation</u> of member complaint and appeal data (including how the population was identified, sampling methodology and collection of valid data). ▪ Report showing an <u>organization's analysis</u> of CAHPS results and opportunities for improvement it identified if used. ▪ Reports demonstrating identification of opportunities for improvement. <p>Organizations with no members at the start of the look-back period may select not applicable (N/A); however, you must provide information to support the N/A claim and NCQA will verify with the December 2010 CMS Comprehensive Report.</p>

SNP 3	<ul style="list-style-type: none"> ▪ Reports that demonstrate: <ul style="list-style-type: none"> -- the SNP identified at least three meaningful clinical issues; and -- the SNP selected three clinical measures that are relevant to its membership. ▪ ISS tool supplemental worksheet <p>Organizations with no members at the start of the look-back period may select not applicable (N/A); however, you must provide information to support the N/A claim and NCQA will verify with the December 2010 CMS Comprehensive Report.</p>
SNP 4* *Please note that two data sources (e.g., documented processes and reports/materials) are required for each factor of every element in SNP 4.	<ul style="list-style-type: none"> ▪ Policies and procedures detailing the organization's process for identifying and managing planned/unplanned transitions between care settings which include <u>timeframes for specified activities</u>. ▪ Procedures with specified timeframes that demonstrate: <ul style="list-style-type: none"> --how the SNP notifies the member's usual practitioner of a transition --how the SNP communicates changes in members' conditions to, member and or responsible party; and --how the SNP educates member and/or responsible party regarding the transition process. ▪ Reports demonstrating <u>aggregate analysis of performance managing transition tasks</u> ▪ Policies and procedures for reporting by contracted entities ▪ Reports on daily admissions or staff notification of transitions ▪ Policies and procedures for case managers or other staff to contact members at-risk for a transition and arrange services ▪ <u>Reports detailing an analysis of admissions and ER visits which indicates</u> <ul style="list-style-type: none"> -- how the SNP works to reduce unplanned transitions <p>Elements C and E require documented processes and reports.</p> <p>For Elements C and E, SNPs with no members at the start of the look-back period may select not applicable (N/A); however, you must provide information to support the N/A claim and NCQA will verify with the December 2010 CMS Comprehensive Report.</p>
SNP 5	<ul style="list-style-type: none"> ▪ Policies and procedures that demonstrate: <ul style="list-style-type: none"> --how the SNP receives updates from facilities on members care and monitors their health ▪ Procedures delineating how the organization and facilities respond to changes in members' health status and triggering events ▪ Contracts or agreements with facilities covering their reporting responsibilities

	<ul style="list-style-type: none"> ▪ Reports (such as MDS) or materials of how member health status data is collected ▪ Job descriptions of staff that visit members and reports they provide on changes in members' health status ▪ Briefing materials distributed by facilities. <p>Elements 5A, 5B and 5C are not applicable (N/A) for Chronic condition and Dual-eligible benefit packages.</p>
SNP 6	<ul style="list-style-type: none"> ▪ Policies and procedures that demonstrate how the SNP coordinates Medicaid and Medicare benefits and services ▪ Procedures and reports used to determine Medicaid eligibility and changes in members' Medicaid eligibility. ▪ Evidence of coverage documents ▪ Instructional materials distributed to members or responsible parties on where to reapply for Medicaid. ▪ Contracts or agreements with the state Medicaid agency; MOU, MOA or letter, legislation/regulation indicating a refusal or inability to act from the state; procedures for administering Medicaid benefits; written notification of a scheduled meeting with state to discuss contracting within the look-back period; and acknowledgment of receipt of instructional materials from state on how to administer Medicaid benefits. ▪ Job descriptions, procedures and scripts used by staff that assist members with information on Medicare and Medicaid: eligibility, benefits and claims ▪ Policies and procedures for arranging services for members along with provider directories, provider manuals. ▪ Reports on accessibility of Medicare and Medicaid practitioners and providers <p>Elements 6A, 6B and 6C are not applicable (N/A) for Chronic condition and Institutional benefit packages.</p> <p>An organization that does not have a contract with the state to adjudicate Medicaid claims can meet the intent of Element 6B factor 2 by providing a documented process that shows it helps members understand the states adjudication of claims submitted by providers.</p> <p>Element 6D is not applicable (N/A) for all Dual Eligible SNPs and Chronic and Institutional SNPs with fewer than 5% dual-eligible members; however, Chronic and Institutional SNPs must provide documentation to support the N/A claim and NCQA will verify with enrollment data from CMS.</p>

	<p>An analysis for Element 6F may contain data from July 2010 to February 2011 – a year full of data is not required due to the change in submission date; SNPs that only submit analysis of data generated before 6/30/10 will not meet the intent.</p> <p>Elements 6E and 6F are not applicable (N/A) for Chronic condition and Institutional SNPs with fewer than 5% dual-eligible members are not required to report; however, you must provide documentation to support the N/A claim and NCQA will verify with enrollment data from CMS.</p>
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For security reasons, including the protection of the data and documents you send to us, we limit the types of documents you may send. The permitted file types are .CSV, .DOC, .GIF, .JPG, .MPP, .PDF, .PPT, .RTF, .TIF, .TXT, .VSD and .XLS. We cannot accept files in other formats. Please note that most other formats can be converted to .GIF, .TIF, or .JPG via scanner, or to PDF using Adobe® Acrobat®.

**** Please do not send documents that contain Protected Health Information (PHI)**

Steps and Screenshots for Key Activities

Steps and Screenshots for Key Activities

This section of the toolkit summarizes and illustrates steps and information organizations can use to perform certain activities in their ISS survey tools. It provides a quick reference for: logging into survey tools, changing passwords, adding documents to the library; uploading documents to your server and conducting completeness checks. **Please consult the *Interactive Survey System User's Manual in ISS* for complete instructions and details on all ISS survey tool functions.**

Getting started: NCQA gives the Administrator for each SNP a temporary user ID and password which prompts the user to change the password the first time it is used. Administrators should store their password in a safe place since they can grant up to 3 additional users access to the organization's survey tools.

- 1) Go to <https://iss.ncqa.org> (you may want to bookmark this page)
- 2) Enter the user ID and password (passwords are case sensitive)
- 3) Click log-in
- 4) Accept the license agreement (access is not permitted if you do not accept)
- 5) Welcome page (picture of Peggy O'Kane)
- 6) Administrators may manage users via *Administrative Functions* or *Change User Password* (*screenshots 1A and 1B*) (see full instructions in User Manual)
- 7) Select the appropriate survey tool by clicking on 2011 SNP S&P link to enter the tool (*screenshot 2A*)
- 8) Click on the Help and Instructions tab for complete instructions or a Users' Manual (*screenshot 3A*)
- 9) On Navigation Bar, click Organization Background tab and complete (*screenshot 4A*)
- 10) Click Survey Tool to return to SNP page (*screenshot 5A*)
 - Top Navigation Bar includes ISS functions
 - Blue Navigation Bar includes contents of the S&P measures
- 11) Click the SNP Tab/Select the Measure or Element to begin readiness evaluation (*screenshot 5B*)
- 12) You can add a document in ISS directly from an element or by going into the Document Library; however the following instructions are for adding documents from the Document Library.
To add documents: (a) click Document Library; (b) click Add Document to the Library, a form appears that contains fields you must complete entitled Document name and Document file path; (c) use the Browse button to launch a file "look-in" prompt of your local drives; (d) locate the document and select it using the Open button located on the file "look-in" prompt; (e) scroll over the name of the document only – not the entire path; (f) copy and paste the name of the document into the Document name field; (g) click Save or Save and attach more documents. (*screenshots 6A, 6B and 6C*)
 - Tip: We recommend that you browse to the document since the name and file path must match exactly and typing this information could introduce typing errors (*screenshot 6C*)
 - Tip: Ensure that document titles do not contain any special characters or symbols (e.g., -, __, #, & etc.)
- 13) Remember to link documents to the appropriate element(s) in the Document library.
Linking a document to an element: (a) Click Link to New Element to link documents; (b) enter

the page number(s) in Reference Pages; (c) select the Relevance level from the available options; (d) select the element to which you want to link the document to; (e) click Save or click Save and Link More Elements if you would like to link this document to more elements; (f) click Save. **(screenshots 6D and 6E).**

To link another new document to an element repeat steps (a) through (e).

14) To upload documents: **(screenshots 7A, 7B, 7C and 7D)**

(You may also wish to refer to Quick Tips for Uploading Documents.)

(a) From the Survey Tool page click Upload Documents; (b) the Documents verification and upload window will appear/maximize window; (c) scroll down to view documents.

(d) Under the Supporting Documents for the Survey Tool header, you will see the: Document Name, Document File Path, Referenced in Elements, Verify Document Path, Upload Complete and Remove from Server fields. (e) complete the Verify Document Path field by Browsing to document file path (recommended) or by copying and pasting it; (f) after browsing select the file path and open it from the file look-in menu; (g) click Upload Document. (h) The page will refresh – “Yes” will appear under Upload Complete and file path will move if the upload is successful. (i) You must verify the path and upload each document. (j) Please upload documents periodically in batches.

To remove documents: (a) Select the checkbox under the Remove document from server field; (b) click Remove Documents from Server button at the bottom of page; (c) click OK in the dialogue box – “No” will appear if removal is successful; (d) click return to Survey Tool when you have completed uploading the documents.

Tip: Always logout when you are finished working on your ISS tool **(screenshot 8A)**

15) Perform a completeness check before you submit your survey tool.

To check completeness: **(screenshot 9A and 9B)**

(a) Click Survey Tool followed by Utilities; (b) Select the Completeness check link; (c) Review the Evaluation Option selections; (d) double check each element and complete all that are listed as incomplete.

16) To submit survey tool(s): After you have confirmed all information in the survey tool is accurate and you are ready to submit, (a) click on the Submit Survey Tool link on the Top Navigation Bar **(screenshot 10A)**; and (b) confirm that you are ready to submit your final Survey Tool. **This is the last chance you have to cancel the final submission of your Survey Tool.** (c) Click ok to submit your Survey Tool for survey. Once submitted, you will receive a confirmation and have access to a "read only" copy of your submitted Survey Tool **(screenshot 10B)**. Please note: once you have successfully submitted, you will receive a project number for that survey tool on the completed submission page. Please save this number. You will use it to verify you are viewing the correct final survey tool results once NCQA finalizes the scoring and notifies you of the results.

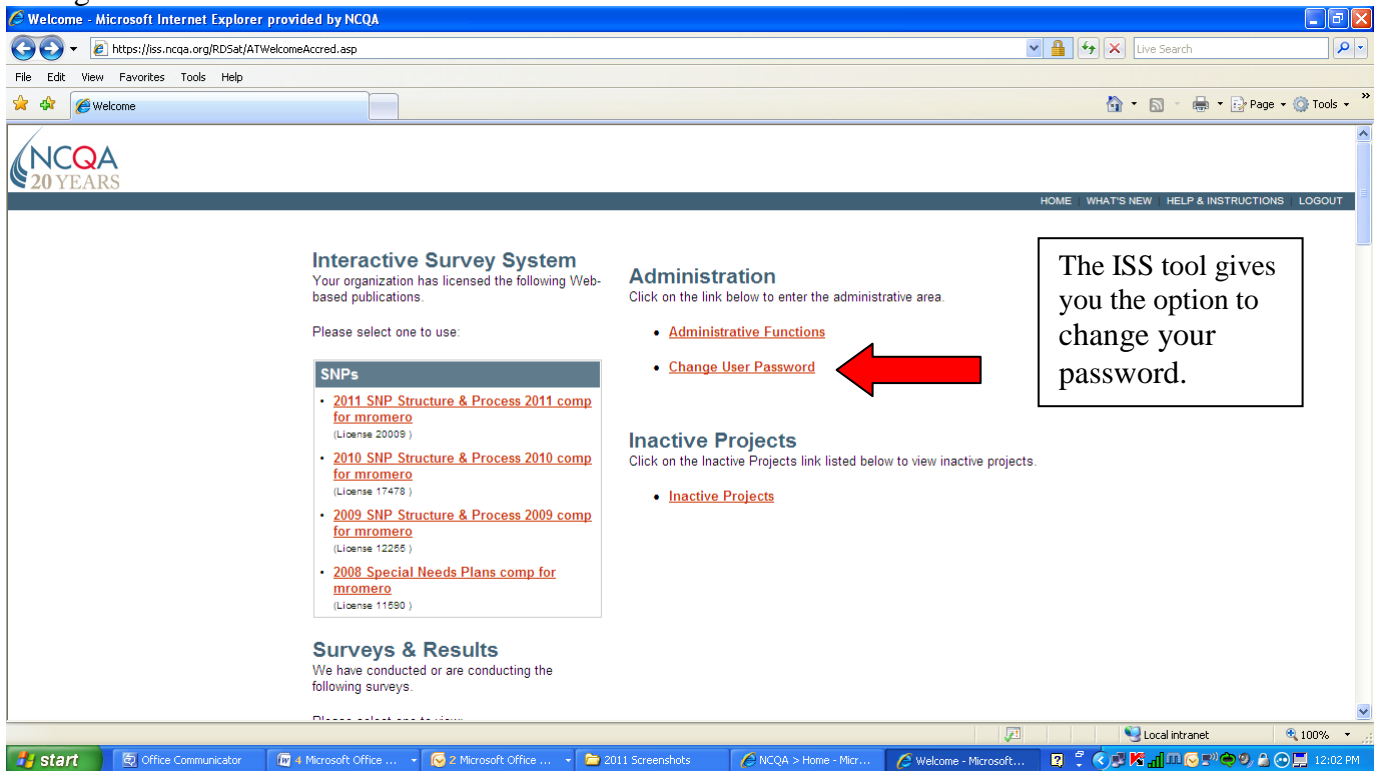
17) Reviewing your results after NCQA completes the assessment

After you receive notification from NCQA that the SNP Assessment is complete and your results are available, log on to NCQA's ISS (<https://iss.ncqa.org/RDSat/ATLogin.asp>) with your original User ID and password **(screenshot 11A)**. If you cannot remember your password, but still have your User ID, click on the hypertext on the log in page that says, “If you have forgotten your Password, enter your User ID above and [click here](#).” Your password will then be emailed to you.

Once on the main ISS home page, please select the “Survey and Results” tab for each survey tool which should have a project number listed directly below it (screenshot 11B). Open the survey tool(s) click the “results” tab, agree to the statement regarding results and click on the red link for Special Needs Plans; this will provide the score for each element (screenshots 11C - 11F). You should also go directly into the survey tool and view each element. If your tool has elements with scores less than 100%, click the “Support Text/Notes” tab at the bottom of the element for an explanation of the score.

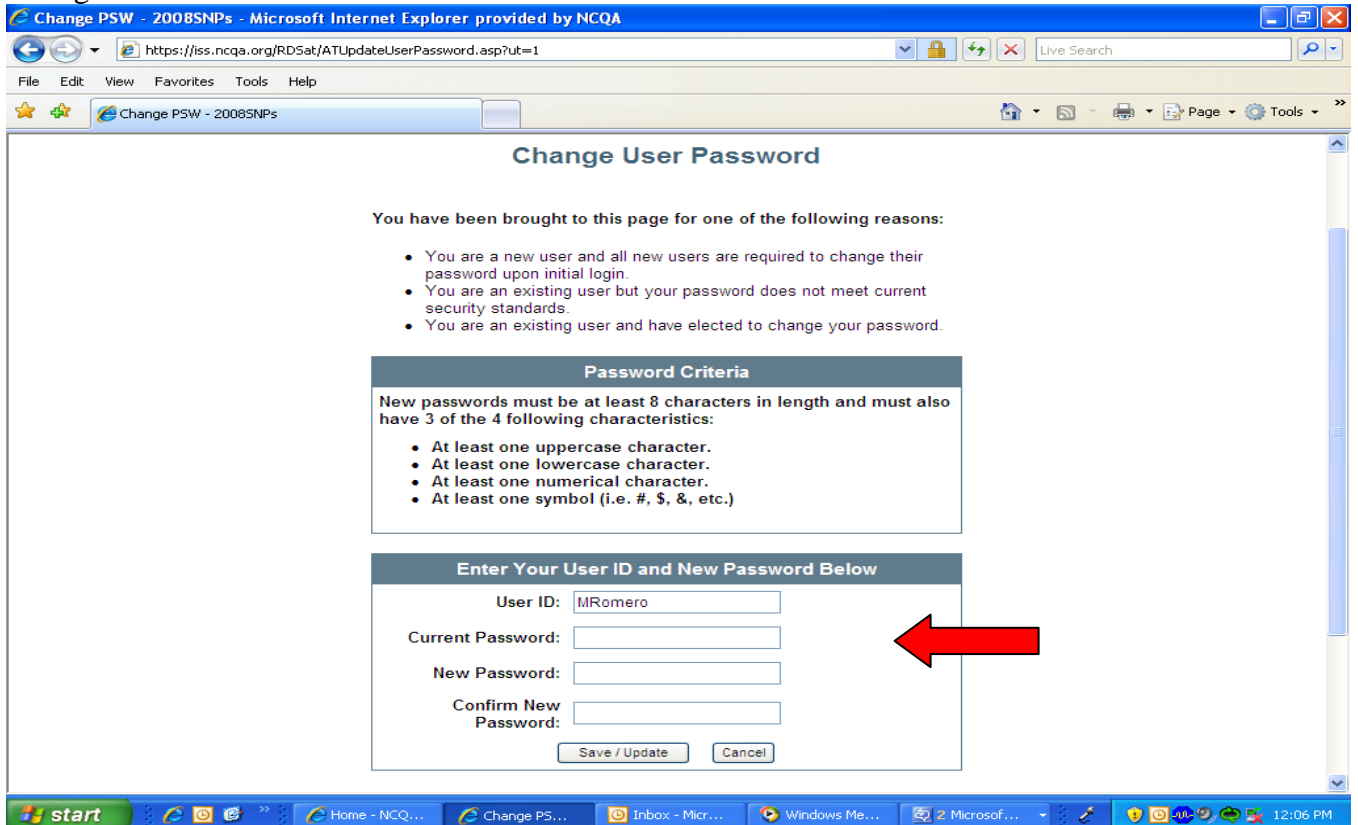
Screenshot 1A

Change Password



Screenshot 1B

Change Password



Screenshot 2A

Welcome (License)

Welcome - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATWelcomeAccred.asp

File Edit View Favorites Tools Help

NCQA 20 YEARS

HOME WHAT'S NEW HELP & INSTRUCTIONS LOGOUT

Interactive Survey System

Your organization has licensed the following Web-based publications.

Please select one to use:

SNPs

- [2011 SNP Structure & Process 2011 comp for mromero](#) (License 20009)
- [Process 2010 comp](#)
- [Process 2009 comp](#)
- [2008 Special Needs Plans comp for mromero](#) (License 12255)
- [2008 Special Needs Plans comp for mromero](#) (License 11590)

Administration

Click on the link below to enter the administrative area.

- [Administrative Functions](#)
- [Change User Password](#)

Inactive Projects

Click on the Inactive Projects link listed below to view inactive projects.

- [Inactive Projects](#)

Surveys & Results

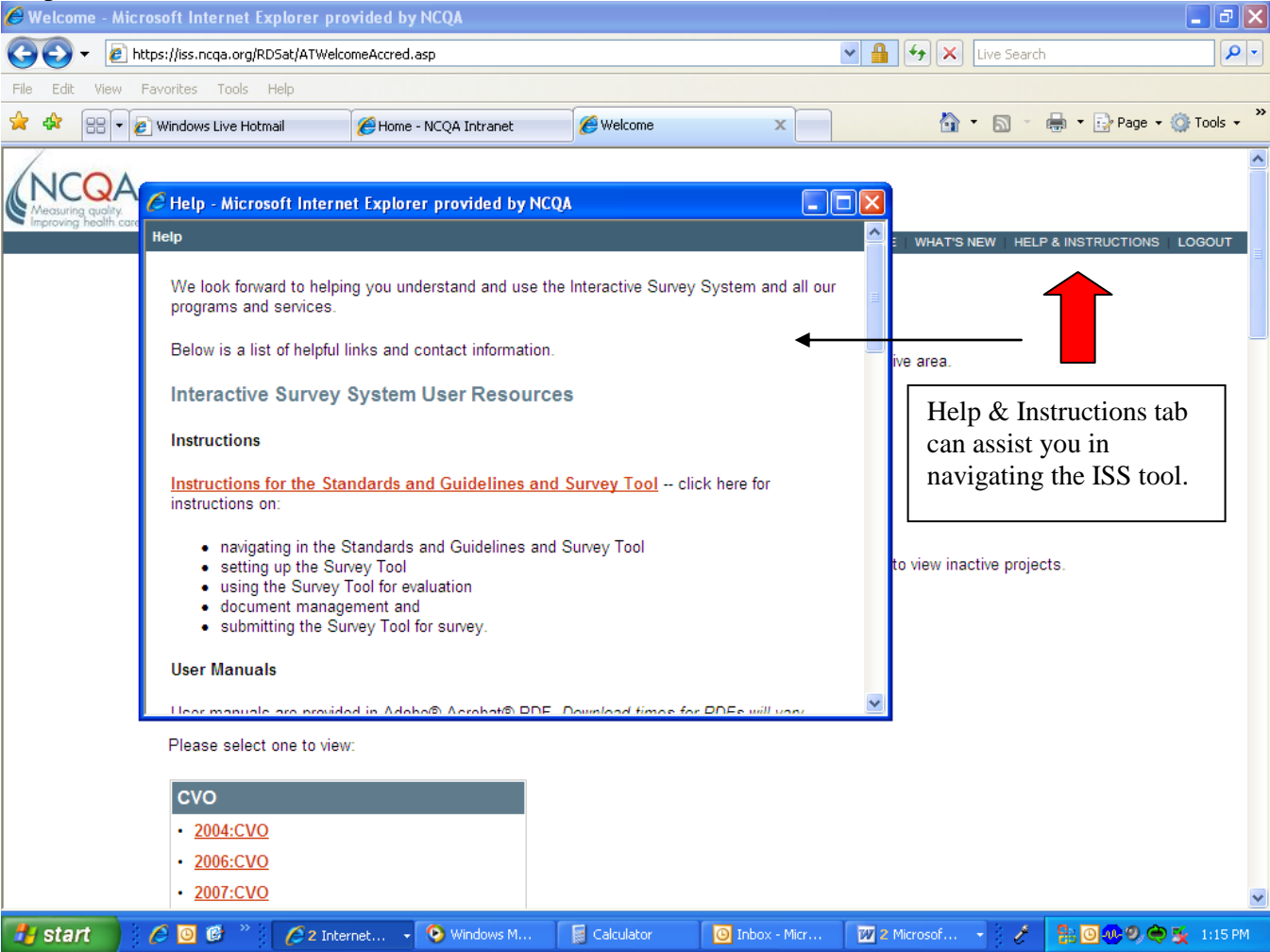
We have conducted or are conducting the following surveys.

Please select one to use:

Select the 2011 SNP Structure & Process link to enter the ISS

start Office Communicator 4 Microsoft Office ... 2 Microsoft Office ... 2011 Screenshots NCQA > Home - Micr... Welcome - Microsoft... Local intranet 100% 12:02 PM

Screenshot 3A
Help & Instructions



Screenshot 4A

Organization Background

Organization Background - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowOrgBackground.asp?OrgBGCategoryID=130&ProductType=license&activityID=12: Live Search

File Edit View Favorites Tools Help

Organization Background ... The Health Plan of the Upper ...

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SETUP SURVEY TOOL | DOCUMENT LIBRARY | PRINT | UPLOAD DOCUMENTS | SUBMIT SURVEY TOOL | UTILITIES | HOME | WHAT'S NEW | SEARCH | HELP & INSTRUCTIONS | LOGOUT

POLICIES & PROCEDURES | STANDARDS & GUIDELINES | SURVEY TOOL | ORGANIZATION BACKGROUND | RESULTS | APPENDICES | GLOSSARY | INDEX

ORGANIZATION INFORMATION

Organization Information

1. Please include the organization name and SNP benefit package name
NCQA Health Plan of Washington, D.C was established in 1990. As a federally qualified and state-certified, 501(c)(4) not-for-profit HMO, our goal is to provide high quality, comprehensive and cost effective health care to residents of Washington, D.C, Virginia and Maryland.
The NCQA Health Plan is Washington, D.C first and largest HMO. Our extensive provider network includes nearly 4,000 physicians, 63 hospitals, and a national network of more than 52,000 pharmacies.
2. Please include the organization H number (CMS Medicare Advantage contract number)
H1237
3. Please include SNP benefit package Plan ID
456

Save/Update

[Attach Document]

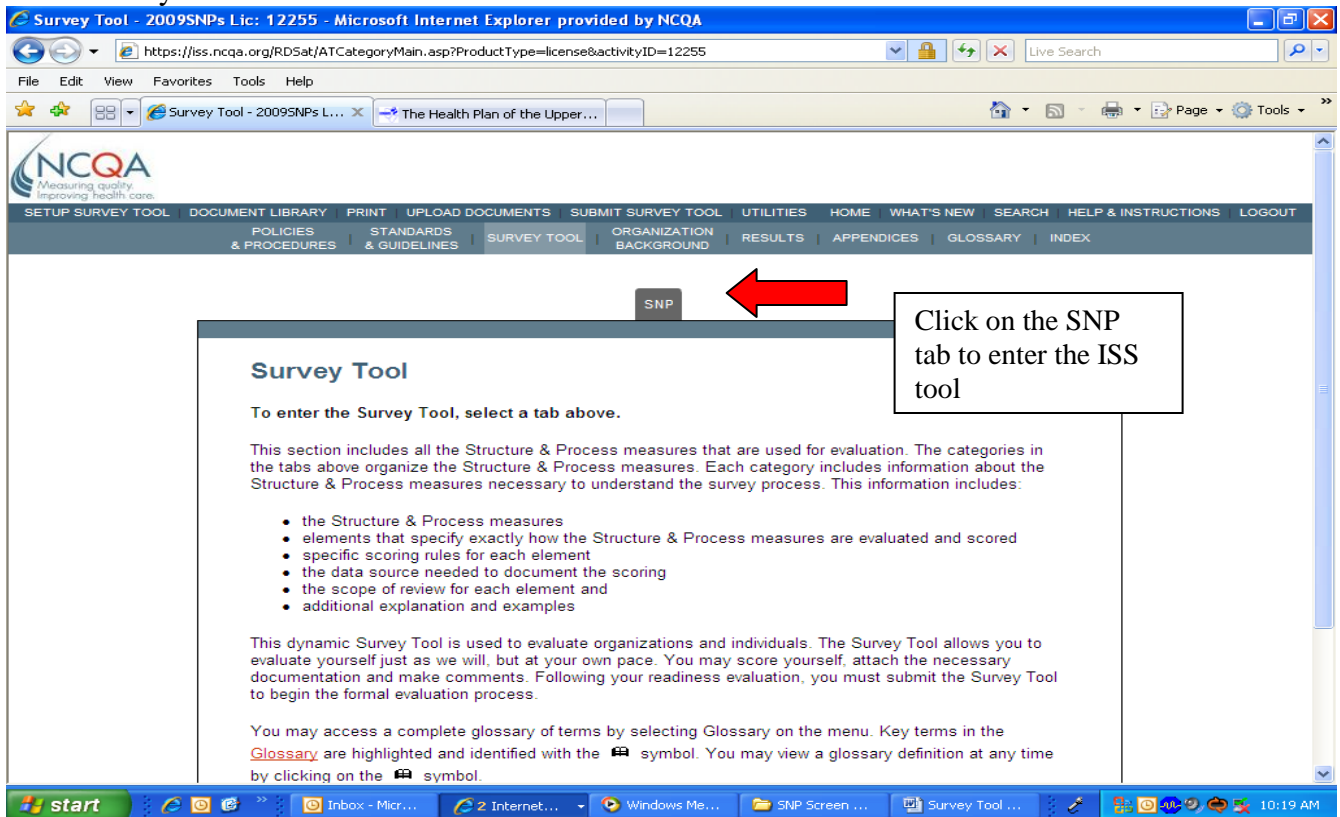
Please write a short description of the SNP

The organization can attach additional documents

start | Inbox - Micr... | 2 Internet ... | Windows Me... | SNP Screen ... | Document1 - ... | 9:29 AM

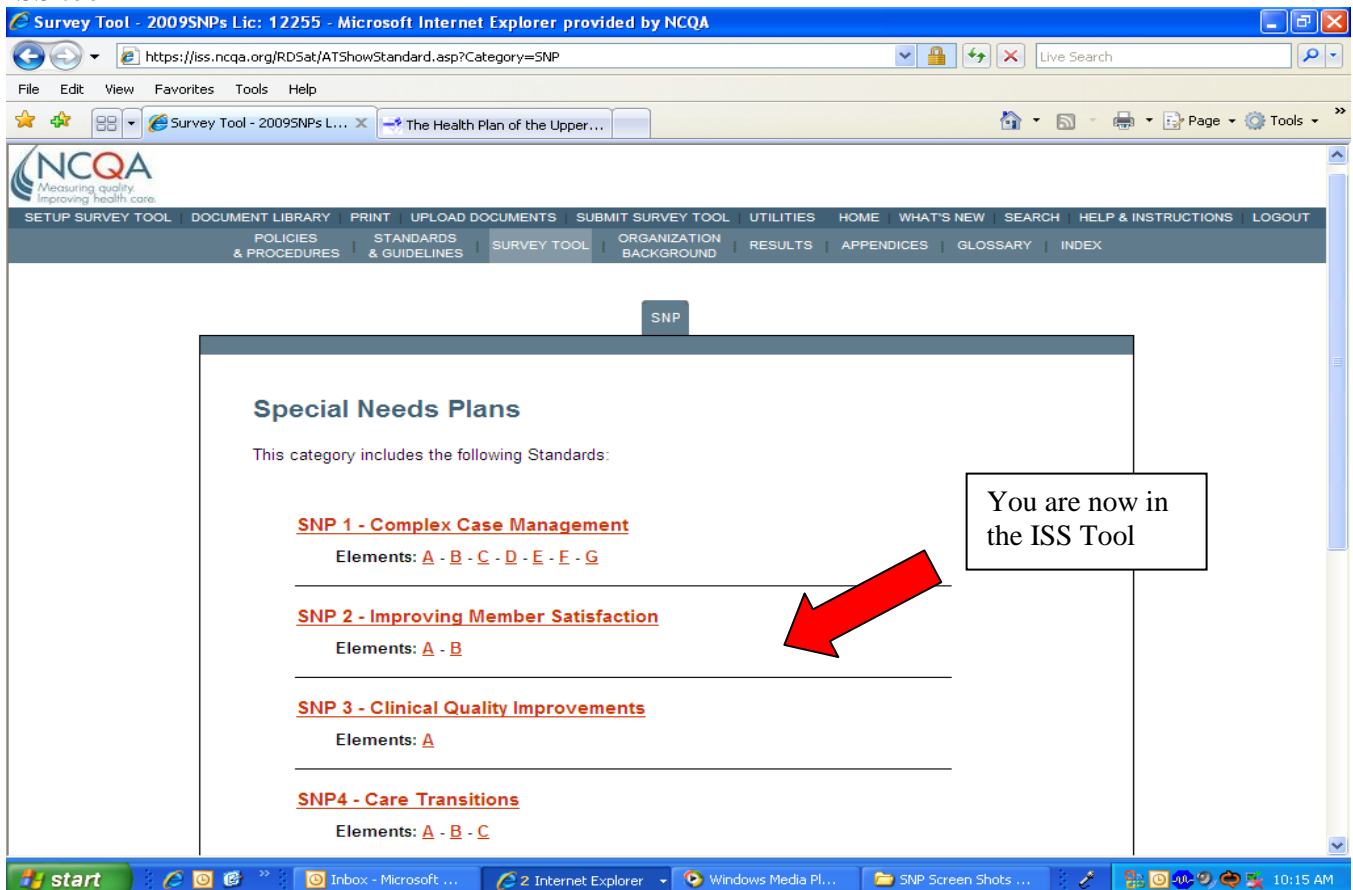
Screenshot 5A

Enter Survey Tool



Screenshot 5B

ISS tool



Screenshot 6A

Document Library

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATCategoryMain.asp?ProductType=license&activityID=12255

File Edit View Favorites Tools Help

Windows Live Hotmail Home - NCQA Intranet Survey Tool - 2009... Customer Self Service ...

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POLICIES & PROCEDURES STANDARDS & GUIDELINES SURVEY TOOL ORGANIZATION BACKGROUND RESULTS APPENDICES GLOSSARY INDEX

SNP

Survey Tool

To enter the Survey Tool, select a tab above.

This section includes all the Structure & Process measures that are used for evaluation. The categories in the tabs above organize the Structure & Process measures. Each category includes information about the Structure & Process measures necessary to understand the survey process. This information includes:

- the Structure & Process measures
- elements that specify exactly how the Structure & Process measures are evaluated and scored
- specific scoring rules for each element
- the data source needed to document the scoring
- the scope of review for each element and
- additional explanation and examples

This dynamic Survey Tool is used to evaluate organizations and individuals. The Survey Tool allows you to evaluate yourself just as we will, but at your own pace. You may score yourself, attach the necessary documentation and make comments. Following your readiness evaluation, you must submit the Survey Tool to begin the formal evaluation process.

You may access a complete glossary of terms by selecting Glossary on the menu. Key terms in the [Glossary](#) are highlighted and identified with the symbol. You may view a glossary definition at any time by clicking on the symbol.

start Survey ... Window... Calculator Inbox - ... Survey ... SNP Scr... 2:26 PM

Click on Document Library tab to add and link documents

Screenshot 6B

Document Library- Browse Documents

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowElements.asp?StandardID=6764&Category=SNP&ProductLineID=-1&MultiLineID=-

File Edit View Favorites Tools Help

Customize Your Settings Survey Tool - 2009SNPs L...

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POLICIES & PROCEDURES STANDARDS & GUIDELINES SURVEY TOOL ORGANIZATION BACKGROUND RESULTS APPENDICES GLOSSARY INDEX

Document Library - Microsoft Internet Explorer provided by NCQA

Filtering by doc type (in view by document)

Using the drop-down box below, you may filter the list of documents to view only those in one or more document types. To select a document type, highlight the document type. To select more than one document type, hold down the "Ctrl" button on your keyboard while you select multiple document types.

Select a filter option:

All Doc Types
.csv
.doc
.gif

Apply Filter

Sort by: Document | Standard | File Path | Date Attached | [Add Document to the Library]

ELEMNT A - Monitoring Members' Health Status

At least quarterly, the organization monitors information on all members' health status facilities.

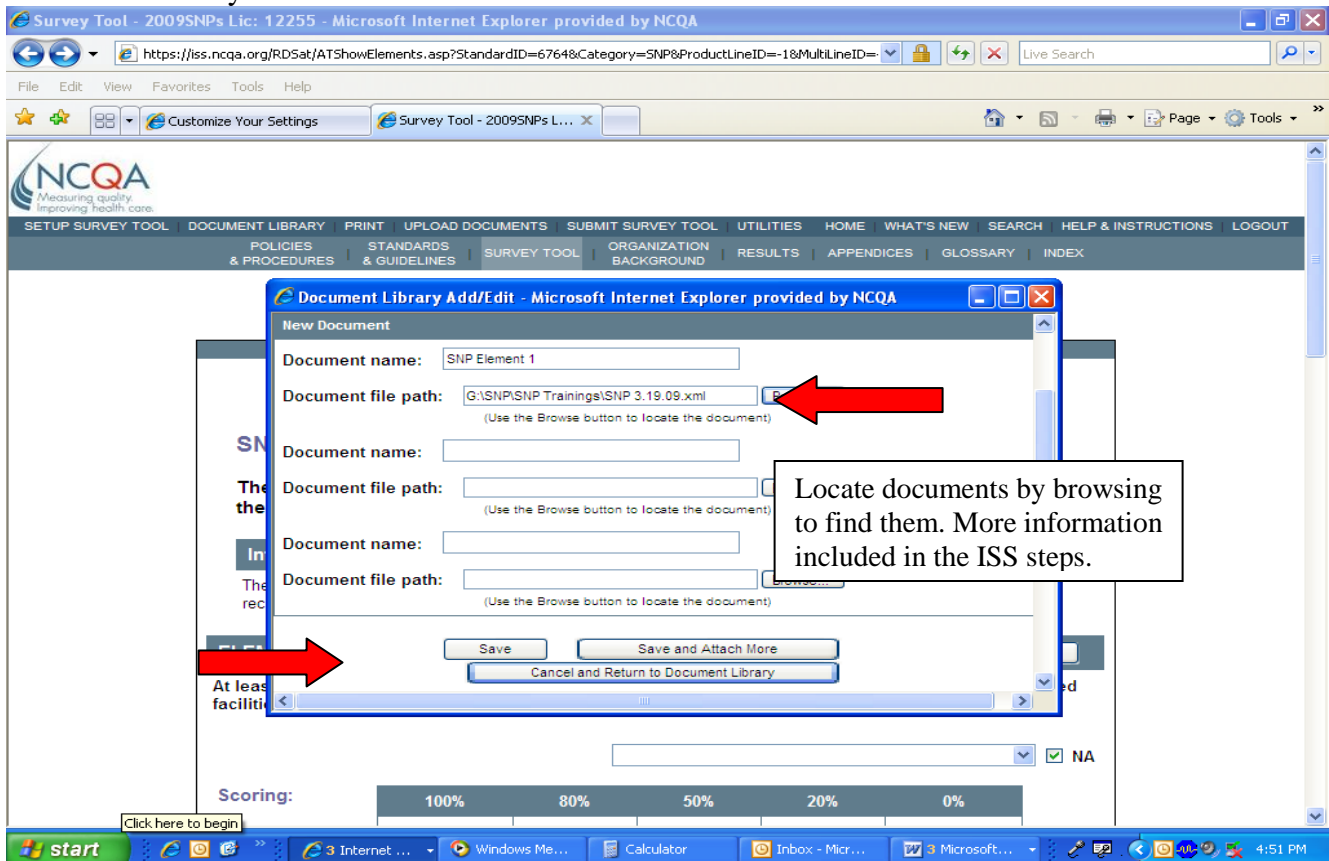
Scoring: 100% 80% 50% 20% 0%

start Internet ... Windows Me... Calculator Inbox - Micr... Microsoft... 4:43 PM

Add pertinent documents to the document library.

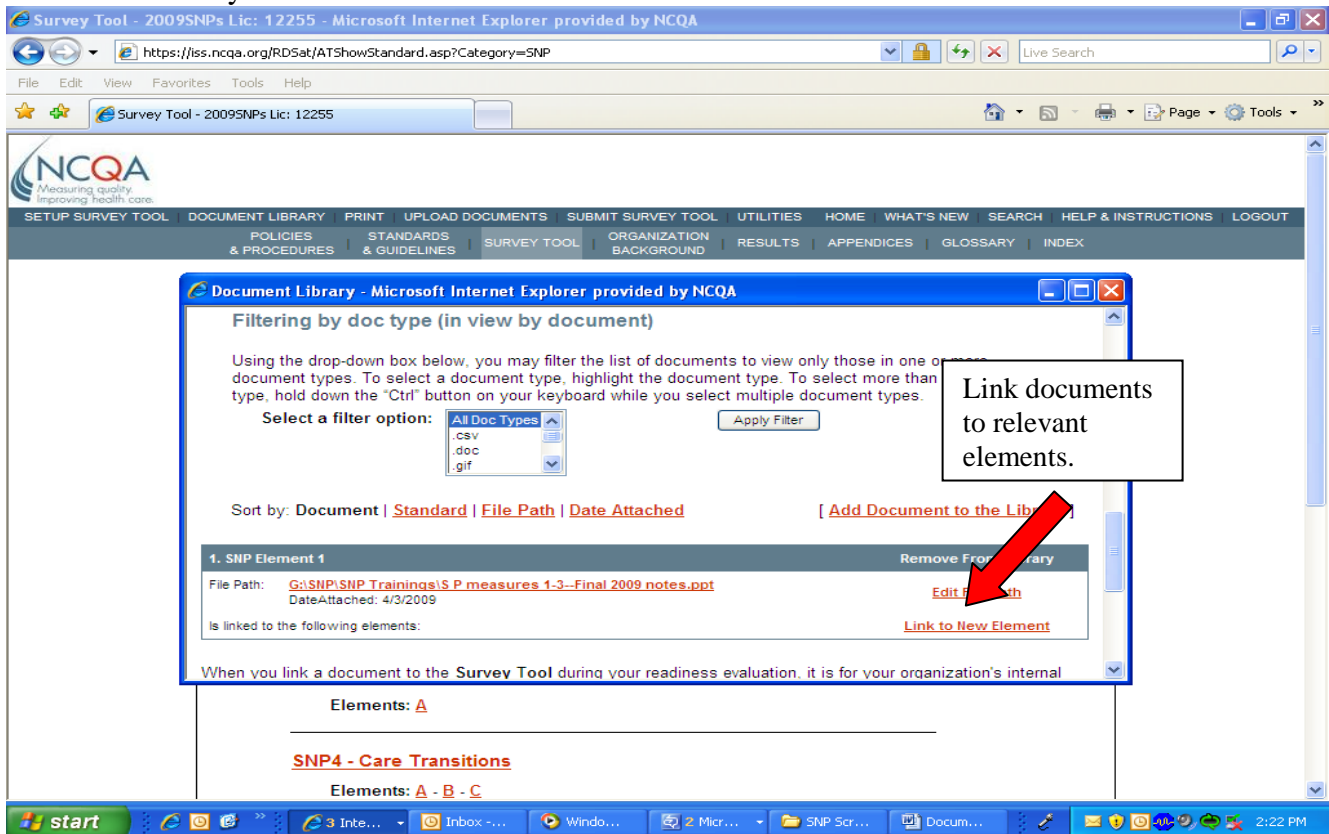
Screenshot 6C

Document Library- Add Documents



Screenshot 6D

Document Library- Link Documents



Screenshot 6E

Document Library- Link Document to Element

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RD5sat/ATShowStandard.asp?Category=SNP

File Edit View Favorites Tools Help

Survey Tool - 2009SNPs Lic: 12255

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Document Library - Link to Element - Microsoft Internet Explorer provided by NCQA

Document Library: Link to Element

Document name: SNP Element 1

Reference pages: 1-3

Relevance Level: Primary

Document file path: G:\SNP\SNP Trainings\S P measures 1-3--Final 2009 notes.ppt

Please pick an element to link: SNP4 - Element A

Save Save and Link More Elements Cancel and Return to Document Library

Elements: A

SNP4 - Care Transitions

Elements: A - B - C

start 3 Inte... Inbox -... Windo... 2 Micr... SNP Scr... Docum... 2:26 PM

Make sure to select the element you are linking the document to and save.

Screenshot 7A

Upload Documents

The screenshot shows the NCQA Survey Tool interface in a Microsoft Internet Explorer browser. The address bar displays the URL: <https://iss.ncqa.org/RDSat/ATCategoryMain.asp?ProductType=License&activityID=12255>. The navigation menu includes options like SETUP SURVEY TOOL, DOCUMENT LIBRARY, PRINT, UPLOAD DOCUMENTS, SUBMIT SURVEY TOOL, UTILITIES, HOME, WHAT'S NEW, SEARCH, HELP & INSTRUCTIONS, and LOGOUT. A red arrow points to the 'UPLOAD DOCUMENTS' option. A text box overlay states: "Upload the organizations documents by selecting the upload documents option." The main content area shows the 'SNP' tab selected, with a description of the survey tool and a list of Structure & Process measures.

Screenshot 7B

Upload Document

The screenshot shows the NCQA Survey Tool interface with the 'Document Verification and Upload' dialog box open. The dialog box contains a table with columns: Document Name, Document File Path, Referenced in Elements, Verify Document File Path [Copy to input box], Upload Complete, and Remove From Server. A red arrow points to the 'Verify Document File Path' column. A text box overlay states: "Verify document file path". The dialog box also includes a section for 'Supporting Documents from the Organization' and a message: "No documents were referenced in this Survey Tool. Return to the Survey Tool and reference files in the appropriate sections as needed." The dialog box has buttons for 'Return to Survey Tool', 'Upload Documents', and 'Remove Documents'.

Screenshot 7C Upload Documents

Document Verification and Upload - Microsoft Internet Explorer provided by NCQA

Document Name	Document File Path	Referenced in Elements	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
SNP Element 1	G:\SNP\SNP Trainings\S P measures 1-3--Final 2009 notes.ppt	Unknown Element	<input type="text"/> Browse...	Yes	<input type="checkbox"/>

Supporting Documents from the Organization Background Section

Document Name	Document File Path	Referenced in Question(s)	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
No documents were referenced in this Survey Tool.					
Return to the Survey Tool and reference files in the appropriate sections as needed.					

Return to Survey Tool Upload Documents Remove Documents

Glossary are highlighted and identified with the symbol. You can view a glossary by clicking on the symbol.

You will see a "Yes" confirmation for a successful upload

Click "upload documents"

Screenshot 7D Additional Example

Document Verification and Upload - Microsoft Internet Explorer provided by NCQA

Upload Reminder

Please remember to upload completed documents from your document library to the ISS periodically. Uploading completed documents periodically will help avoid any issues with potentially lengthy, last minute uploads as your submission deadline approaches. Moreover, uploading documents periodically will give you an opportunity to familiarize yourself with the process.

Please see the [instructions](#) for more information.

Uploaded documents remain inaccessible to surveyors until you have submitted your Survey Tool.

Supporting Documents from the Survey Tool Document Library

Document Name	Document File Path	Referenced in Elements	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
HEDIS 101 description	H:\Communications & Marketing\Education\Programs\Internal\2008 Programs\SNPs\HEDIS 101 description.doc	SNP 2 Element B	<input type="text"/> Browse...	No	<input type="checkbox"/>
make up session ecommerce new seminar request	H:\Communications & Marketing\Education\Programs\Internal\2008 Programs\SNPs\make up session ecommerce new seminar request.xls	SNP 2 Element A	<input type="text"/> Browse...	No	<input type="checkbox"/>
participant list for 3.11	H:\Communications & Marketing\Education\Programs\Internal\2008 Programs\SNPs\participant list for 3.11.doc	SNP 3 Element A	<input type="text"/> Browse...	No	<input type="checkbox"/>
S & P measures--Final0401	H:\Communications & Marketing\Education\Programs\Internal\2008 Programs\SNPs\S & P measures--Final0401.ppt	Unknown Element	<input type="text"/> Browse...	No	<input type="checkbox"/>
FINAL SNP S&P Measures 3-20-08	H:\Multi Department Efforts\SNP Assessment\ISS Demo\FINAL SNP S&P Measures 3-20-08.pdf	SNP 1 Element A	<input type="text"/> Browse...	Yes	<input type="checkbox"/>
SNP 1A P&P	H:\Training\Patient Participation Rates.doc	SNP 1 Element B SNP 1 Element A	<input type="text"/> Browse...	Yes	<input type="checkbox"/>

Supporting Documents from the Organization Background Section

Document Name	Document File Path	Referenced in Question(s)	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
QuickTips_Uploads0414	H:\Communications & Marketing\Education\Programs\Internal\2008 Programs\SNPs\QuickTips_Uploads0414.doc	1-6	<input type="text"/> Browse...	Yes	<input type="checkbox"/>

Return to Survey Tool Upload Documents Remove Documents

[close this window]

Screenshot 8A

Logout

Welcome - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://stagend01.ncqa.org/development/rdsqa/rdsat/ATWelcomeAccred.asp

Most Visited Getting Started Latest Headlines

HOME WHAT'S NEW HELP & INSTRUCTIONS **LOGOUT**

Interactive Survey System

Your organization has licensed the following Web-based publications.

Please select one to use:

SNPs

- [2010 SNP Structure & Process 2010 comp for mromero](#)
(License 14623)
- [2009 SNP Structure & Process 2009 comp for mromero](#)
(License 12255)
- [2008 Special Needs Plans comp for mromero](#)
(License 11590)

Administration

Click on the link below to enter the administrative area.

- [Administrative Functions](#)
- [Change User Password](#)

Inactive Projects

Click on the Inactive Projects link listed below to view inactive projects.

- [Inactive Projects](#)

Always logout when you are finished working on your ISS tool.

Surveys & Results

We have conducted or are conducting the following surveys.

Please select one to view:

CVO

- [2004:CVO](#)
- [2006:CVO](#)
- [2007:CVO](#)

Done

start | Inbox - Micro... | 2010 Screenshots | Welcome - Mozil... | Logout 10A [Co... | 8:45 AM

Screenshot 9A

Utilities – Completeness Check

Organization Background - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowOrgBackground.asp?OrgBGCategoryID=130&ProductType=license&activityID=12

File Edit View Favorites Tools Help

Organization Background ... The Health Plan of the Upper...

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ORGANIZATION INFORMATION

Survey Tool Utilities - Microsoft Internet Explorer provided by NCQA

Survey Tool Utilities

The following utilities are available to help you review data in your Survey Tool.

Completeness Check
Use the link below to check for any incomplete elements for the evaluation option(s) you selected.

[Completeness Check](#)

Support Text/Notes
Use the link below to view a single page with data from all elements to which you have access rights.

- [View all Evaluations](#) - click here to view your evaluation comments from all elements
- [View all Comments](#) - click here to view all your organization's comments to the preliminary results from all elements. **Note:** If your organization has not completed this stage in the survey process, or this step is not applicable to your survey process, you will be unable to access this data. See your Policies and Procedures for more details on survey stages.

[[Attach Document](#)]

start | Inbox - Micr... | 3 Internet... | Windows Me... | SNP Screen ... | 2 Microsof... | 10:05 AM

After you are finished completing the tool, please click on the Utilities tab and check your ISS tool completeness.

Screenshot 9B

Utilities – Completeness Check

Organization Background - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowOrgBackground.asp?OrgBGCategoryID=130&ProductType=license&activityID=12

File Edit View Favorites Tools Help

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ORGANIZATION INFORMATION

Completeness Check - Microsoft Internet Explorer provided by NCQA

Completeness Check

The following elements for the evaluation option(s) you selected are incomplete. Please check your data entry to ensure these elements are complete.

Elements That Are Not Complete

SNP4 B
SNP4 C
SNP5 B
SNP5 C
SNP6 A
SNP6 B
SNP6 C
SNP6 D
SNP7 A
SNP7 B

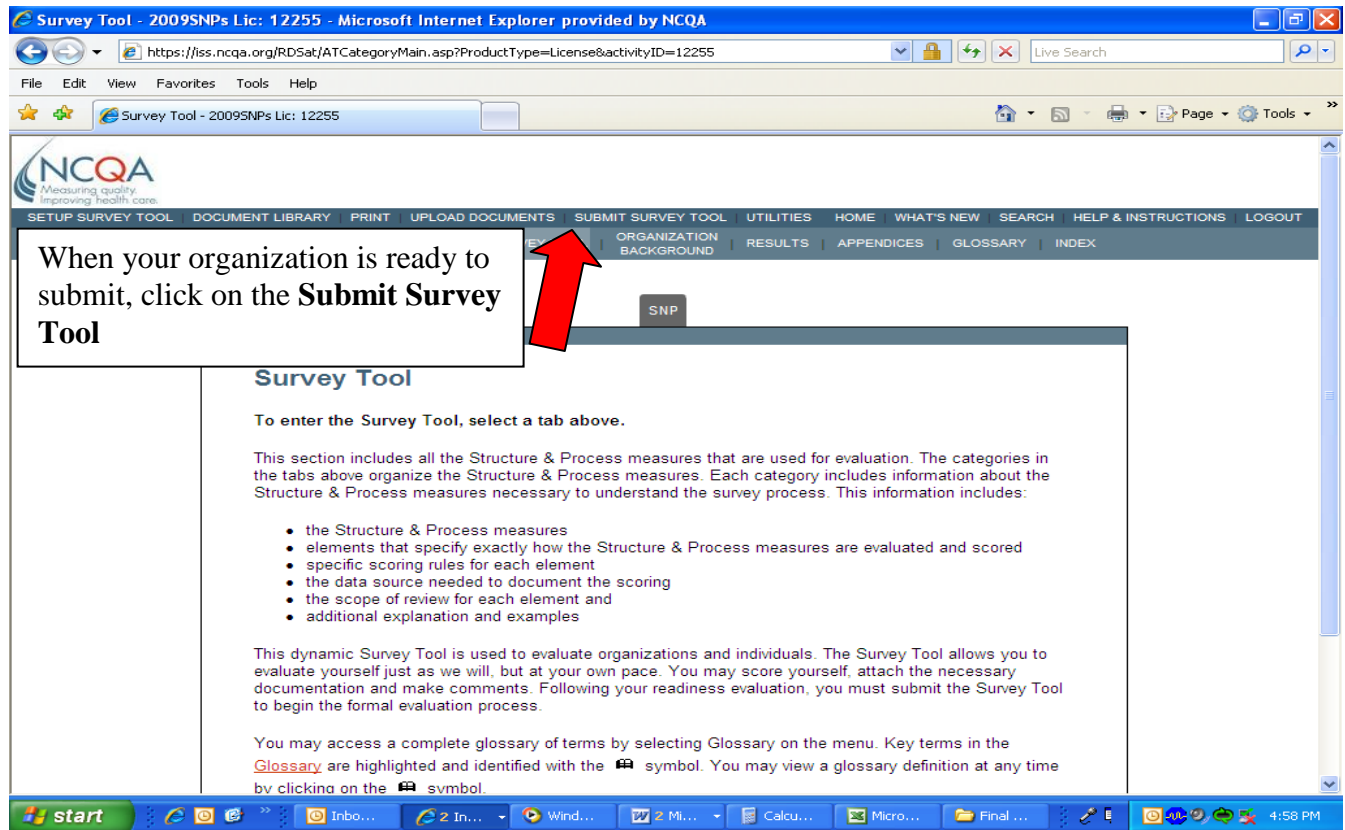
[[Attach Document](#)]

start | Inbox - Micr... | 3 Internet... | Windows Me... | SNP Screen ... | 2 Microsof... | 10:09 AM

Completeness check:
Elements that are not complete will appear.

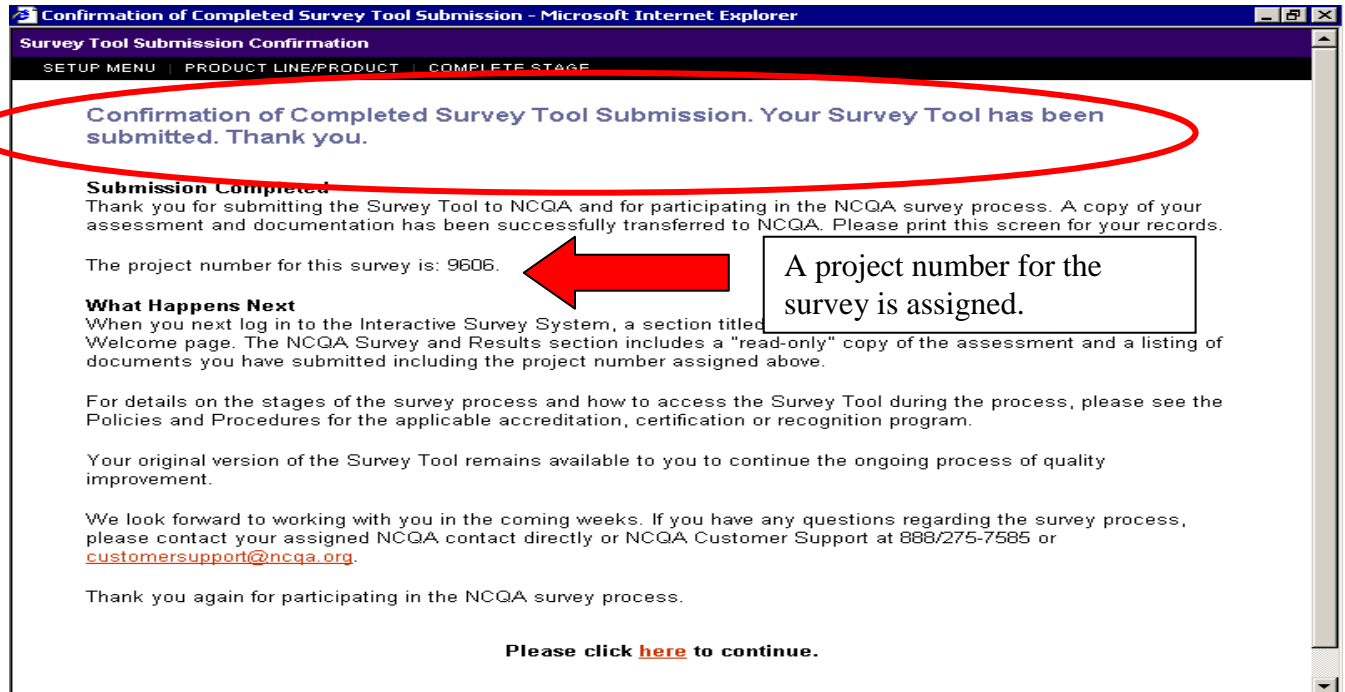
Screenshot 10A

Submit



Screenshot 10B

Submit Confirmation



Screenshot 11A

Log-in to view your results

Interactive Survey System Login - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RD5at/ATLogin.asp?Redirect=true

File Edit View Favorites Tools Help

Interactive Survey System Login

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Interactive Survey System

PLEASE LOG IN

User ID:

Password:

You must use your
SNP 2011 License
ID to log-in and
view your results

If you have forgotten your Password, enter your User ID above and [click here](#) to continue.

To purchase a license to access this system, [click here](#) for details.

© 2002 – 2009 by National Committee for Quality Assurance, Patent Pending
Use of this Web site/application constitutes acceptance of the [License Agreement](#) and [Privacy Policy](#)

Local intranet 100%

start | Inbox - Microsoft ... | Blackboard Acade... | Interactive Surve... | Document1 - Micr... | 10:51 AM

Screenshot 11B

Log-in to view your results continued

The screenshot shows a web application interface for the SNP tool. The browser is Microsoft Internet Explorer, displaying the URL <https://iss.ncqa.org/RDSat/ATWelcomeAccred.asp>. The page has a blue header bar with the text "Welcome - Microsoft Internet Explorer provided by NCQA". Below the header, there is a navigation bar with "File", "Edit", "View", "Favorites", "Tools", and "Help". The main content area is divided into several sections:

- Administration**: A section with a link to "Click on the link below to enter the administrative area." and two links: [Administrative Functions](#) and [Change User Password](#).
- Inactive Projects**: A section with a link to "Click on the Inactive Projects link listed below to view inactive projects." and a link to [Inactive Projects](#). A red arrow points to this link with a text box that says "DO NOT click here (license is displayed).".
- SNPs**: A section with a list of licenses:
 - 2011 SNP Structure & Process 2011 comp for mromero (License 20009)
 - 2010 SNP Structure & Process 2010 comp for mromero (License 17478)
 - 2009 SNP Structure & Process 2009 comp for mromero (License 12255)
 - 2008 Special Needs Plans comp for mromero (License 11590)
- Surveys & Results**: A section with a link to "Click on the Surveys & Results link listed below to view surveys." and a link to [Surveys & Results](#). A red arrow points to this link with a text box that says "CLICK HERE - The SNP tool located under 'Survey & Results' to view your FINAL results."
- CVO**: A section with a list of licenses:
 - 2004:CVO
 - 2006:CVO
 - 2007:CVO
 - 2008:CVO

The bottom of the screen shows the Windows taskbar with the Start button and several open applications: Office Communi..., Guidelines for a..., Change Passwo..., Screen Shot 11..., 2 Microsoft Of..., 2011 Screenshots, Internet Exp..., and Local intranet. The system clock shows 12:23 PM.

Screenshot 11C

View your final results

Interactive Survey System - Index Page - 2011SNPs Lic: 20009 UnitedHealthcare Insurance Company - Microsoft Internet Explorer p

https://iss.ncqa.org/RD5ak/ATMain.asp?ProductType=License&ProductID=280&activityID=20009

NCQA 20 YEARS

PRINT POLICIES & PROCEDURES STANDARDS & GUIDELINES SURVEY TOOL ORGANIZATION BACKGROUND RESULTS APPENDICES GLOSSARY INDEX HOME WHAT'S NEW SEARCH HELP & INSTRUCTIONS LOGOUT

2011 SNP Structure & Process 2011

Welcome to the Interactive Survey System!

The information in the following sections includes:

- the complete Structure & Process measures
- information about how your organization will be evaluated against the Structure & Process measures
- policies and procedures

We designed the system to facilitate understanding of our Structure & Process measures and the evaluation process. The "Help and Instructions" section above directs users to assistance.

Policies and Procedures - This section provides an overview of the survey option you have selected; it describes the goals and principles that guide our approach to evaluation, and provides a high-level summary of areas addressed by the Structure & Process measures.

The Policies and Procedures describe:

- eligibility criteria; evaluation options; the interactive survey process
- the structure of the Standards and Guidelines and the Survey Tool
- how we report survey results; and obligations of organizations and individuals undergoing a survey.

Standards and Guidelines - This section allows you to open or download printable versions of publications.

Survey Tool - This section includes the Structure & Process measures used for evaluation. Structure & Process

Click Results

Screenshot 11D

View Results continued

Results Legal Agreement - 2010SNPs Lic: 1783 Engagement Health - Windows Internet Explorer provided by Comcast

https://iss.ncqa.org/demosite/rdsat/scoring.asp

are final once submitted to NCQA.

The organization may only use the reports and numeric results from the readiness evaluation for internal business purposes to examine, review and otherwise analyze its business operations, and may not use, disclose, represent or otherwise communicate these reports or numeric results to any third party for any other purpose. The organization may not represent that it is NCQA Accredited based on reports or numeric results.

- No individual or entity may purchase a license to use the Survey Tool from NCQA or use it, regardless of the source, to evaluate another organization against NCQA SNP structure and process measures. This prohibition does not apply to individuals or entities that are assisting the organization with its readiness evaluation and preparation for an NCQA Survey.
- The organization may not use the Survey Tool to evaluate another organization against NCQA SNP structure and process measures except as part of its own internal preparation for an NCQA Survey, including specifically evaluating a delegate's performance in order to conduct oversight as required by NCQA SNP structure and process measures.
- The organization may not allow a third party to use the Survey Tool it has licensed to evaluate another organization against NCQA SNP structure and process measures.

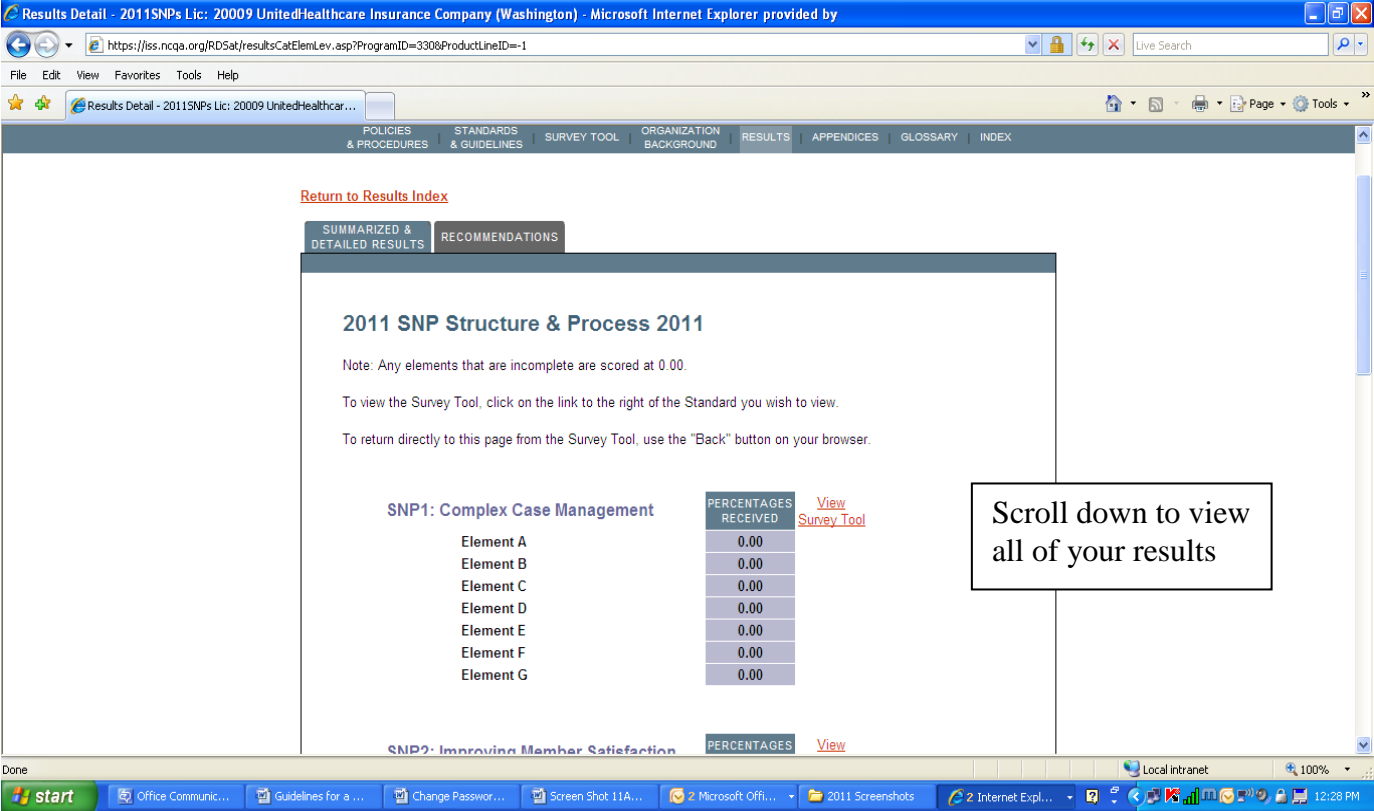
I have read and understand the above statement.

I Agree I Do Not Agree

Screenshot 11E
View Results continued



Screenshot 11F
View Results continued



ISS Documentation Tips (English)

ISS Documentation Tips

- Maintain documents on a shared drive.
- Consider creating folders for each Structure and Process measure
- Establish a system for version control.
- Name documents clearly – your audience is both internal staff and surveyors.
- Avoid characters such as ampersand (&), apostrophe (') or (;) semicolon.
- Avoid duplicate names.
- Use common file types such as: .doc (Word documents); .xls (Excel documents); .ppt (Power Point); .pdf (Adobe PDF); .gft; .tif; .jpg.
- Do not send .exe (executables).
- Documents that you don't have electronically can be scanned and converted to PDF, GIF, TIF or JPG.
- Don't scan everything – this creates large files that may be challenging for you to upload and for the surveyors to open.
- Consider including only relevant pages of a large document, with a copy of the document cover page on top.
- Consider converting your final Word or Excel documents to PDF format or making them "read only" to ensure no changes will be made.
- Try using legal line numbering as on the left of this page to identify areas that demonstrate compliance.* (remember: this may change your pagination)
- Highlight **key sentences or areas of your documents** to call the surveyor's attention to that area.
- Insert a hyperlink if necessary to demonstrate compliance by either copying the url: <https://iss.ncqa.org/RDSat/ATLogin.asp> or by using the "Insert" function of Word or Excel.

- Label drafts and final documents carefully to be able to distinguish between them.
- Use the date feature in footers to keep track of last time you updated the document (note that it defaults to updating every time you open the document, whether you made changes or not).
- Linked documents can be edited but remember that may change page reference numbers.
- Uploaded documents (those already transferred to NCQA servers) cannot be edited. Prior to submission, if you need to edit a document uploaded to the NCQA server, you must remove, edit and re-upload it. After submission, you may not edit uploaded documents.

*Directions for legal line numbering in Word:

1. On the **File** menu, click **Page Setup**, and then click the **Layout** tab.
2. If you're adding line numbers to part of a document, click **Selected text** in the **Apply to** box.
3. Click **Line Numbers**.
4. Select the **Add line numbering** check box, and then select the options you want.

ISS Documentación Tips (Spanish)

Consejos para los documentos de ISS

- Mantenga documentos en un camino compartido
- Considere carpetas para cada medida de los estándares de S&P.
- Establezca un sistema para el control de versión
- Establezca un nombre claramente para el documento - su audiencia es ambos internos personal y agrimensores
- Evite caracteres como el signo (&), el apóstrofo ('), o (;) punto y coma.
- Evite nombres de duplicado
- Utilice archivos comunes como: .doc (Word); .xls (Excel); .ppt (Power Point); .pdf (Adobe PDF); .gft; .tif; .jpg.
- No envíe .exe (Executables)
- Documentos que no tienen electrónicamente, pueden ser escaneados y convertidos en PDF, GIF, TIF o JPG.
- No debe escanear todo- esto causa que los documentos sean muy grandes y puede ser un reto para que usted cargue y para que el agrimensor abra el documento.
- Considere incluir las páginas más importantes de los documentos, con una cubra página.
- Considere convertir los documentos finales de Word y Excel a el formato PDF o “Sólo Lea” para asegurar que ningunos cambios serán hechos.
- Intente numerar el documento (como a la izquierda de esta página) para identificar áreas que demuestran conformidad.
- **Destaque oraciones o áreas de clave en sus documentos** para llamar la atención del agrimensor a esa área.
- Inserta un hipervínculo si es necesario para demostrar conformidad por o copiar la url: <https://iss.ncqa.org/RDSat/ATLogin.asp> o por utilizar la función de “Insert” de Word o Excel.
- Etiquete el borrador y la copia final para distinguir entre ellos.
- Utilice la característica de la fecha en pies de página para seguir la última vez que usted actualizó el documento (el documento se puede actualizar cada vez que se abre, con cambios o no).
- Utilice la característica de la fecha al final de la página para asegurar la última vez que hizo cambios al documento.

- Los documentos ligados pueden ser redactados pero recuerdan que eso puede cambiar números de referencia.
- Los documentos cargados (esos ya transferidos a servidores de NCQA) no pueden ser redactados. Antes de sumisión, si usted necesita redactar un documento cargado al servidor de NCQA, usted debe quitar el documento, redactar y descarga lo. Después de sumisión, usted no pueda redactar documentos cargados.

ISS Quick Tips for Uploading Documents



INTERACTIVE SURVEY SYSTEM

Quick Tips: Uploading Documents

NCQA's Interactive Survey System is designed to make the process of transferring your survey documentation to NCQA easy and secure. But depending on factors such as the size of those documents, the speed of your server and network conditions, the upload process may take several hours. The following facts, tips and guidelines will help make sure that your documentation makes it to NCQA on time and with a minimum of hassle.

- **Upload early. Upload often. It's never too early to upload completed documents.** Uploading documents is not the same thing as submitting the Survey Tool (ST) and starting your S&P assessment. You can visit the upload screen as often as you wish before hitting the "Submit Final Survey Tool" button. If a document you have already uploaded to the ISS server needs to be updated or replaced, no problem. Simply resend the updated document with the same file name. The ST will only use the latest version; you can add or delete documents from the ISS server before you submit.
- **Document "bulk" will affect your upload times.** "Bulk" is NCQA's term for the total size, in kilobytes, of all your organization's supporting documents. For example, ten 200-kilobyte documents have the same "bulk" as one 2-megabyte document. Your upload times will be determined, in large part, by your document bulk.
- **Your network and server capability will affect upload times, too.** Every network is different; yours may be extremely fast, allowing you to upload several documents at once without concern. But if that's not the case, you might consider uploading during off-peak hours.
- **Your Privacy is Paramount. It's in the License Agreement.** NCQA stores documents on a dedicated, high security server only accessible to our IT staff for maintenance. Surveyors are prohibited from seeing documents until you submit your final ST and the assessment starts.
- **The "Document Upload" option will be added to the main navigation bar.** If you're already using the ISS, you know that the document upload link is found under "Submit Survey Tool" on the black navigation bar. The "Upload Documents" option can also be found on the main navigation bar, saving users a click when it's time to upload documents.
- **Be certain you're set to go before you submit your final ST.** Prior to submitting your Survey Tool, use the "Completeness Check" to be sure you've filled out all the portions of your 2011 Structure & Process Measures Survey Tool. The "Completeness Check" can be found under the "Utilities" section.

ISS Upload Guidelines

1. **Test the process!** It's critical to confirm that your documents will be received by NCQA. The test will give you an idea of how quickly your documents will upload.
2. **Start early.** Send documents when they are complete. Don't wait until your submission date!
3. **Send documents in bunches.** NCQA recommends uploading documents in groups of 2 to 5; large documents should be sent singly. Start with small documents before moving to those with more "bulk."

4. **Copy your documents from your network to your hard drive, and upload from there.** This will significantly increase the likelihood of a successful submission. **Note:** you do not have to change the ST references to the document location if you do this.
5. **Upload during off-peak hours.** The Internet and your network both have rush hours, too—traffic moves more slowly when everyone’s on the “information superhighway.” Plan accordingly!